

Student Union Cab Service FAQs and Clarifications

Q) What is the method of billing? How will the parents be billed?

A) The cab service will bill students for **twice the one-way travel distance**. Students travelling between any of the listed fixed distance locations will be billed only according to the **given distance**, and those travelling from other locations will be billed based on the **difference in odometer reading** before and after the journey. Students will **NOT be expected to pay** any parking charges/toll fees/carrier charges in cash during the trip, but these will be billed to their respective SWD accounts. Thus, the students are requested to record all such charges paid by the driver.

The charges for the journey will be **divided equally among the BITS IDs** mentioned in the travel form. For parents wishing to take a return journey, their ward's SWD account will be billed. However, since the costs would be **4 times the one way distance** in this case (for 2 to and fro trips) we recommend the students (travelling with parents who need return trips) to find alternative transport such as local cabs/Ola/Uber rentals, buses etc. since it will likely be cheaper.

Q) Will students be allowed to stop their cabs for food/break/etc. during the journey?

A) **Yes** - the drivers will need a break as well. Outlets such as Mannat are famous among BITSians travelling from Delhi to Pilani. Though, we suggest that you keep the breaks reasonably short in the interest of the driver's working hours.

Q) Are the carrier facilities available for all vehicles?

A) **No** - the overhead carriers on cabs will only be available for **6+1 seater and higher capacity** vehicles.

Q) My travel plans have changed and I'd like to modify my cab reservation.

A) Sure - Group Leaders are requested to **drop an email** adding relevant details to crc@pilani.bits-pilani.ac.in from their BITS Mail, and additionally **notify the vendor** (Dhruv Travels) if they'd like to modify/cancel their reservation.

Q) How will I receive the driver and cab details for my reservation? What procedure should we follow before boarding and after disembarking?

A) Students are requested to **contact the vendor** (Dhruv Travels) sufficiently prior to the journey, to **get details** of their driver and cab.

It is compulsory to take a **picture of the odometer before the start** of the journey and report the same on the **travel form** carried by the cab driver. Apart from details like **Name, BITS ID and Phone number** of those travelling, the students must record the **usage of overhead carrier** if any, **tolls/parking/etc.** paid by the driver. **After completion** of the trip, a **picture** must be taken of the **odometer** again, and the **final reading** must be written on the travel form, which must finally be **duly signed** by the Group Leader and the driver.

Post completion of the trip, the Group Leader is required to fill in the **Google Form** as well - which must contain pictures of the odometer before and after the trip, as well as the travel form given by the driver.

All students are strongly encouraged to follow the Cab Service guidelines, in addition to the above clarifications, to ensure accurate billing in the respective mess accounts.

For any further queries, please contact any of the undersigned via WhatsApp.

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